



info@evolvetech.com

phone: 703.426.7100

www.evolvetech.com

fax: 703.935.1449

## Maintenance & Support Plan Options

Evolve Technologies provides quality IT support services to small and medium sized businesses in the Washington D.C. area. We offer a range of Maintenance and Support Plans (tiered in Silver, Gold, Platinum & Diamond levels) to help you manage your IT environment.

Our service and technical consultants can also help you customize a Maintenance and Support Plan to meet the unique needs of your organization. We will meet with you to determine your business goals, discuss your network environment, specify your users' needs and define critical business functions. We will then perform a technology assessment of your site and advise you if changes or improvements are necessary.

### Maintenance & Support Plans to suit the needs of your organization:

#### Silver

The Silver Support Plan is an economical IT infrastructure support plan for organizations that understand technology and are reasonably self-sufficient. This plan relieves your team of time-consuming routine maintenance tasks and provides the option to schedule our technicians to address complex or challenging problems on-site at an hourly rate. Silver Support Plan customers may also request remote support from our helpdesk which will be billed at an hourly rate.

#### Gold

The Gold Support Plan is ideal for organizations who lack the resources needed to fully maintain their own network. The Gold Support Plan includes the features of the Silver Support Plan with some key additional service elements. Gold Support Plan customers automatically receive proactive alert resolution services, so if a common hardware or software failure is detected by our monitoring systems, we can usually resolve the issue before you notice a problem exists! A generous telephone and remote support allowance is also included to help ensure predictable monthly costs. The Gold Support Plan also enables you to receive on-site technical assistance at a discounted hourly rate to address larger problems or special projects. We can work in the background to make sure everything runs smoothly at a fraction of what it would cost to employ a full-time IT staffer.

#### Platinum

The Platinum Support Plan is designed to provide a wide range of IT services to organizations with moderately demanding IT environments for a predictable, reasonable cost. The Platinum Support Plan includes all of the features in our Silver and Gold Plans with some key additional service elements. Platinum customers receive our managed anti-spam service to reduce the amount of dangerous, distracting and offensive email that reaches your organization's electronic mailboxes. Platinum Support Plan customers also enjoy unlimited telephone and remote support as well as our best discount on hourly on-site service.

#### Diamond

The Diamond Support Plan is designed to provide premium support for organizations with demanding IT environments. This comprehensive plan includes all of the features of the Silver, Gold and Platinum Plans with some key additional service elements. The Diamond Support Plan includes our desktop and laptop loaner service, so that if a computer fails, the user can use another computer while we address the problem. Diamond customers can access remote support professionals on a 24x7 basis and receive on-site assistance during normal business hours at no additional cost. Firewall management with monitoring and reporting is available to Diamond customers, and an engineer will be scheduled to perform service on-site at regular intervals based on the complexity of your IT environment. Our Diamond Support Plan offers unlimited, premium service by talented professionals for a reasonable, monthly cost for organizations who want to supplement their existing IT staff or who have considered hiring a full-time IT staffer.

### On-Site Support Options

In addition to our remote management and telephone support options, Evolve offers cost-effective options when you need on-site assistance. Enjoy predictable access to an Evolve engineer on a schedule that suits your organization's needs. Our Silver, Gold and Platinum Support Plan customers can add one or more scheduled blocks of on-site engineering support. Gold and Platinum Support Plan customers receive discounts on our hourly on-site support rates. Since we're able to schedule these visits well in advance, you'll enjoy significant savings over our hourly engineering rates. On-Site Support options are perfect for the organization that wants the benefits of personal, face-to-face interaction with highly skilled IT professionals without taking on the costs associated with maintaining an in-house IT staff.

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**Support Plan Features:**

	Silver	Gold	Platinum	Diamond
Remote Network Monitoring	X	X	X	X
Managed Evolve AntiVirus Protection	X	X	X	X
Managed Evolve AntiSpyware Protection	X	X	X	X
System Patch Updates	X	X	X	X
Veritas Backup Exec Support*	X	X	X	X
Evolve Backup & Disaster Recovery (BDR) Support**	X	X	X	X
Email Notification of Service Issue Alerts	X	X	X	X
Proactive Resolution of Service Issue Alerts		X	X	X
Tailored Annual Reports on Hardware/Software		X	X	X
Monthly Phone/Remote Support Hours (shared network allowance calculation based on .5hrs per computer plus 2hrs per server)		X	N/A	N/A
Unlimited Phone/Remote Support			X	X
Managed Evolve AntiSpam Protection			X	X
Desktop/Laptop Loaner Program Coverage				X
24x7 Helpdesk Support				X
Managed Firewall Management with Monitoring and Reporting				X

\*Veritas Backup Exec support included when client has secured licensing. Other backup systems may be supported for an additional monthly fee.

\*\*Requires monthly subscription to Evolve’s BDR service. Other BDR systems may be supported for an additional monthly fee.

**All Support Plans Include:**

**Network Monitoring** - We use two redundant systems to remotely monitor, diagnose and manage your critical infrastructure elements. Our monitoring systems update your network status every few minutes and automatically generate a service ticket if an issue arises. Each incident is documented, addressed, resolved and archived for tracking and diagnostic reference. Our remote administration system helps us minimize downtime and maximize productivity because we can catch and fix many problems before they impact your business.

**Help Desk** - As your proactive business partner, we promote and maintain the health of your network by reporting incidents, managing requests, addressing issues, tracking statuses, resolving problems and documenting fixes. Our Help Desk is the main point of contact for customers to report incidents, schedule service appointments and receive support.

**Procurement Support** - We partner with procurement experts to help you select the right hardware, software or technology product for your needs. We recommend the best solution with the most competitive price to deliver the best customer service in the industry.

**Remote Network Administration** - Our Remote Administration system gives our engineers immediate, secure access to your network in order to troubleshoot and resolve issues. Our engineers can address and resolve many issues faster using Remote Administration than if they had traveled to the client site to address the same issue(s). This system uses state-of-the-art encryption technology to limit network access to your authorized users and our engineers.

For more information about our quality IT support services call: **703-426-7100**, email: [info@evolvetech.com](mailto:info@evolvetech.com) or visit: [www.evolvetech.com](http://www.evolvetech.com)

